



CITY OF OAKLAND

AGENDA REPORT

TO: Jestin D. Johnson
City Administrator

FROM: Damon Covington
Fire Chief

SUBJECT: PSA with ImageTrend Emergency
Management Software

DATE: February 10, 2026

City Administrator Approval


[Jestin Johnson \(Feb 12, 2026 17:58:22 PST\)](#)

Date: **02/12/2026**

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution: (1) Authorizing The City Administrator To Enter Into An Agreement With Image Trend LLC To Replace The Oakland Fire Department's Records Management System (RMS) With National Emergency Response Information System Compliant Artificial Intelligence Powered Fire And EMS RMS Software At A Cost Of One Million Six Thousand Six Hundred And Fifty Nine Dollars (\$1,006,659), For The Term Of January 1, 2026 Through December 31, 2028, With The Option To Extend The Agreement Up To Two Years, At An Additional Cost Of Three Hundred Sixty Two Thousand Five Hundred And Eighty Four Dollars (\$362,584) And Without Return To City Council, For A Total Contract Amount Not To Exceed One Million Three Hundred Sixty Nine Thousand Two Hundred And Forty Three Dollars (\$1,369,243); And (2) Waiving The Competitive Multi-Step Solicitation Process For It Contracts And The Local/Small Local Business Enterprise Requirements For The Agreement With Image Trend LLC.

EXECUTIVE SUMMARY

Approval of this Resolution will authorize the city administrator to enter into agreement with Image Trend for a five-year period term beginning January 1, 2026, through December 31, 2030 for a total amount of \$1,006,659 to replace the Department's current RMS with a NERIS compliant AI powered fire and EMS RMS software platform. The new RMS system will ensure that OFD is compliant with all mandatory emergency incident reporting to the California Incident Data and Statistics (CalStats) program and the United State Fire Administration (USFA). The current RMS provider, Zoll Medical Corporation, has elected to not support the new (NEIRS) platform that all fire departments in the United States must use starting January 1, 2026.

Public Safety Committee
February 24, 2026

BACKGROUND / LEGISLATIVE HISTORY

In 2024, the USFA launched a new interoperable fire information and innovative analytics platform, known as NEIRS. The new reporting system will empower the fire and emergency services community by equipping them with an empirical basis for decision-making. Moreover, NEIRS will provide the Oakland community with reliable predictive analytics to support enhanced preparedness and response to all-hazard incidents, wildland urban interface events, community risk reduction efforts and associated resilience and mitigation efforts, and future pandemic emergency response resource preparedness. All fire departments in the United States must transition to an RMS provider supporting the NEIRS platform by January 1, 2026.

ANALYSIS AND POLICY ALTERNATIVES

A fire and emergency medical services RMS is an essential information technology system used by public safety agencies to record and store information and data related to a fire department response to an emergency incident. A well-maintained RMS is considered mission-critical and vital to the success of public safety operations.

The Information Technology Department (ITD), together with the Oakland Fire Department (OFD), maintains information technology systems used and operated by fire department personnel. OFD is currently operating a RMS developed by Zoll Medical Corporation. Staff from Zoll recently advised all fire department clients that they will not support the upgrade to the NEIRS reporting system nationwide.

Over the past three months, several OFD and ITD staff members have tested and evaluated RMS modules from three different vendors who will support the new NEIRS platform. The Image Trend suite provides a modern user experience and is fully cloud-hosted, which would reduce dependencies on an onsite IT infrastructure and redefines the Department's expectations for an RMS. User experience has reported that the intuitive design makes it easy to learn and input comprehensive data for all emergency incidents. The Image Trend platform is comprised of several modules: Occupancy Management & Pre-Incident Planning, Responder, Hydrant Management, Inspections, NEIRS Incident Reporting, ePCR Incident Reporting, AI Enhanced Documentation, Personnel Management, Advanced Training Records with Content, EMS Content Package, Fire Content Package, Motorola Premier One CAD Integration, and Tablet Command Integration.

Image Trend staff have ensured OFD staff that implementation services and training will be provided to all Department members. The RMS platform can be fully integrated with Motorola's P1 CAD to enable end-to-end operations for OFD personnel.

This system supports the Citywide priority of Holistic Community Safety by ensuring that the City is utilizing a modern and secure records management system.

Past Performance Evaluation and Follow-Up

The incumbent has provided reliable RMS service for over the past 20 years; however, for business reasons, the current vendor will not support the new nationwide RMS.

Should the city administrator not enter into an agreement with Image Trend, the Oakland Fire Department will not have an RMS platform for emergency incident reporting. This will violate all state and federal public safety reporting mandates.

FISCAL IMPACT

Funding for the professional services agreement shall not exceed a maximum of \$1,006,659 per the breakdown below. Initial funding in FY 25-26, includes one-time implementation costs of \$45,811 plus Year 1 annual subscription costs of \$181,292 for a total of \$227,173 is budgeted in the FY25-26 Information Technology Department operating budget here: General Purpose Fund (1010), Public Safety Project (1004546), Public Safety Applications Organization (46531). Funding for the 10% Contingency will be budgeted as needed in future fiscal year Oakland Fire Department budgets. Ongoing, annual service subscription fees of \$181,292 per year for years 2-5 will need to be budgeted and authorized in the ITD operating budget to maintain the service.

One Time Software Setup, Install & Training:.....	\$45,811
3 Year Service Term:.....	\$543,876 (\$181,292 per year)
10% Contingency:.....	<u>\$54,388</u>
Initial 3 Year Period Not To Exceed:.....	\$644,075
Option Year 1 Service:.....	\$181,292
Option Year 2 Service:.....	<u>\$181,292</u>
5 Year Total Not To Exceed:.....	\$1,006,659

PUBLIC OUTREACH / INTEREST

No public outreach is required for the acceptance of this resolution.

COORDINATION

The Fire Department coordinated with the Information Technology Services Department and the Finance Department in the development of this report and resolution.

SUSTAINABLE OPPORTUNITIES

Economic: By having access to an enhanced RMS platform, fire officers will be able to input data related to emergency responses that can impact future community risk reduction policies and firefighter safety.

Environmental: There are no environmental impacts or opportunities associated with this report.

Race & Equity: By having access to an enhanced RMS platform, the Fire Department will be able to readily retrieve and analyze data to dictate future policies for overall improvement in community safety among all Oakland residents.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution: (1) Authorizing The City Administrator To Enter Into An Agreement With Image Trend LLC To Replace The Oakland Fire Department's Records Management System (RMS) With National Emergency Response Information System Compliant Artificial Intelligence Powered Fire And EMS RMS Software At A Cost Of One Million Six Thousand Six Hundred And Fifty Nine Dollars (\$1,006,659), For The Term Of January 1, 2026 Through December 31, 2028, With The Option To Extend The Agreement Up To Two Years, At An Additional Cost Of Three Hundred Sixty Two Thousand Five Hundred And Eighty Four Dollars (\$362,584) And Without Return To City Council, For A Total Contract Amount Not To Exceed One Million Three Hundred Sixty Nine Thousand Two Hundred And Forty Three Dollars (\$1,369,243); And (2) Waiving The Competitive Multi-Step Solicitation Process For It Contracts And The Local/Small Local Business Enterprise Requirements For The Agreement With Image Trend LLC.

For questions regarding this report, please contact Deputy Chief Demond Simmons at dlsimmons@oaklandca.gov

Respectfully submitted,



Damon Covington
Fire Chief, Oakland Fire Department